

# Boston area hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
220010	LAWRENCE GENERAL HOSPITAL	ONE GENERAL STREET
220011	CAMBRIDGE HEALTH ALLIANCE	1493 CAMBRIDGE STREET
220017	CARNEY HOSPITAL	2100 DORCHESTER AVENUE
220024	HOLYOKE MEDICAL CENTER	575 BEECH STREET
220031	BOSTON MEDICAL CENTER CORPORATION	1 BOSTON MEDICAL CENTER PLACE
220035	NORTH SHORE MEDICAL CENTER	81 HIGHLAND AVENUE
220036	ST ELIZABETH'S MEDICAL CENTER	736 CAMBRIDGE STREET
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	680 CENTER STREET
220063	LOWELL GENERAL HOSPITAL	295 VARNUM AVENUE
220066	MERCY MEDICAL CENTER	271 CAREW STREET
220067	QUINCY MEDICAL CENTER	114 WHITWELL STREET
220071	MASSACHUSETTS GENERAL HOSPITAL	55 FRUIT STREET
220086	BETH ISRAEL DEACONESS MEDICAL CENTER	330 BROOKLINE AVENUE
220116	TUFTS MEDICAL CENTER	800 WASHINGTON STREET
220163	UMASS MEMORIAL MEDICAL CENTER INC	55 LAKE AVENUE NORTH

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Address 2	Address 3	City	State
		LAWRENCE	MA
		CAMBRIDGE	MA
		BOSTON	MA
		HOLYOKE	MA
		BOSTON	MA
		SALEM	MA
		BRIGHTON	MA
		BROCKTON	MA
		LOWELL	MA
		SPRINGFIELD	MA
		QUINCY	MA
		BOSTON	MA
		BOSTON	MA
		BOSTON	MA
		WORCESTER	MA

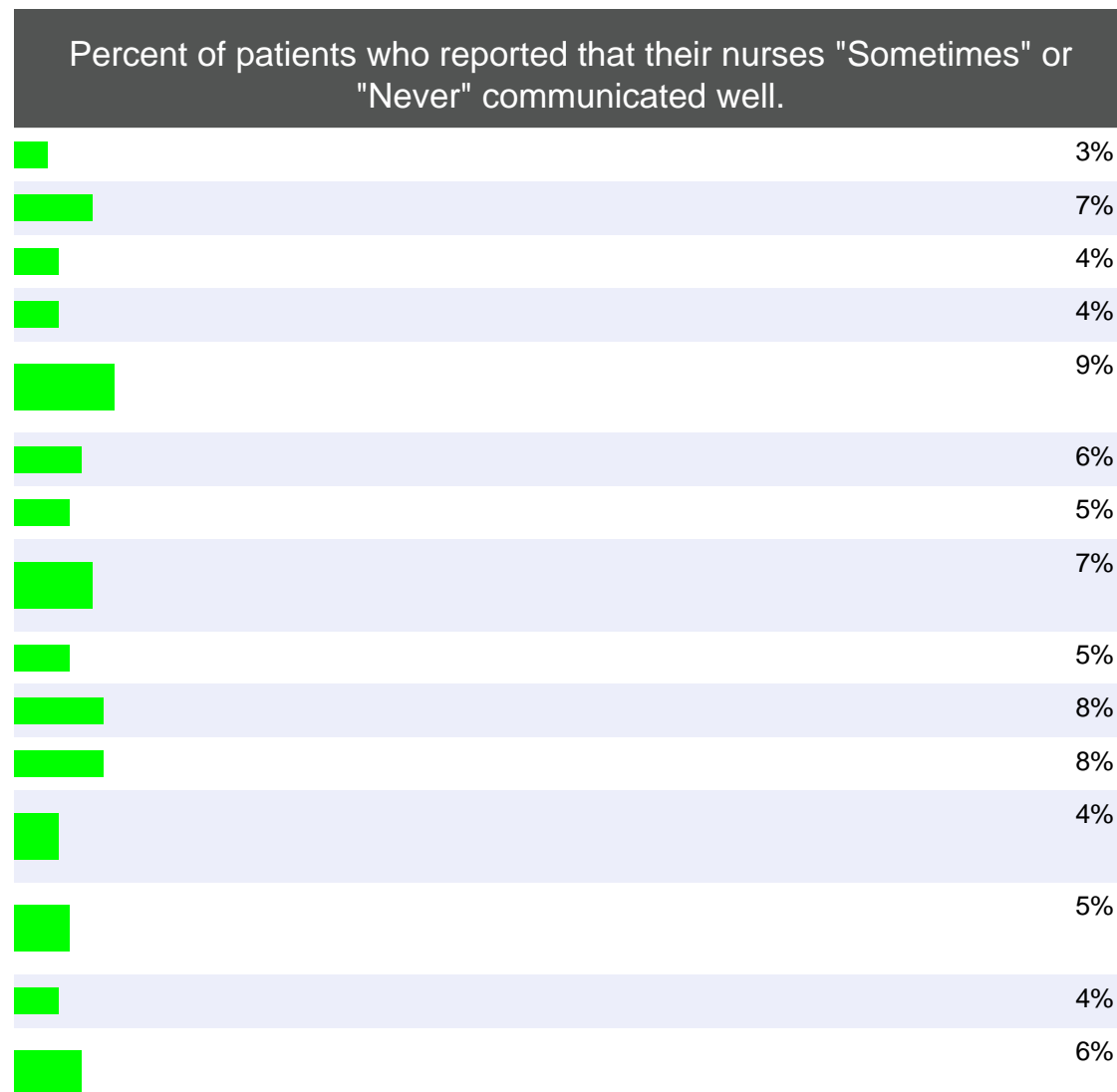
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ZIP Code	County Name	Phone Number
01842	ESSEX	9786834000
02138	MIDDLESEX	6176652300
02124	SUFFOLK	6175062000
01040	HAMPDEN	4135342500
02118	SUFFOLK	6176388000
01970	ESSEX	9787411215
02135	SUFFOLK	6177893000
02302	PLYMOUTH	5089417000
01854	MIDDLESEX	9789376000
01104	HAMPDEN	4137489000
02169	NORFOLK	6177736100
02114	SUFFOLK	6177262000
02215	SUFFOLK	6176677000
02111	SUFFOLK	6176365000
01655	WORCESTER	5083341000

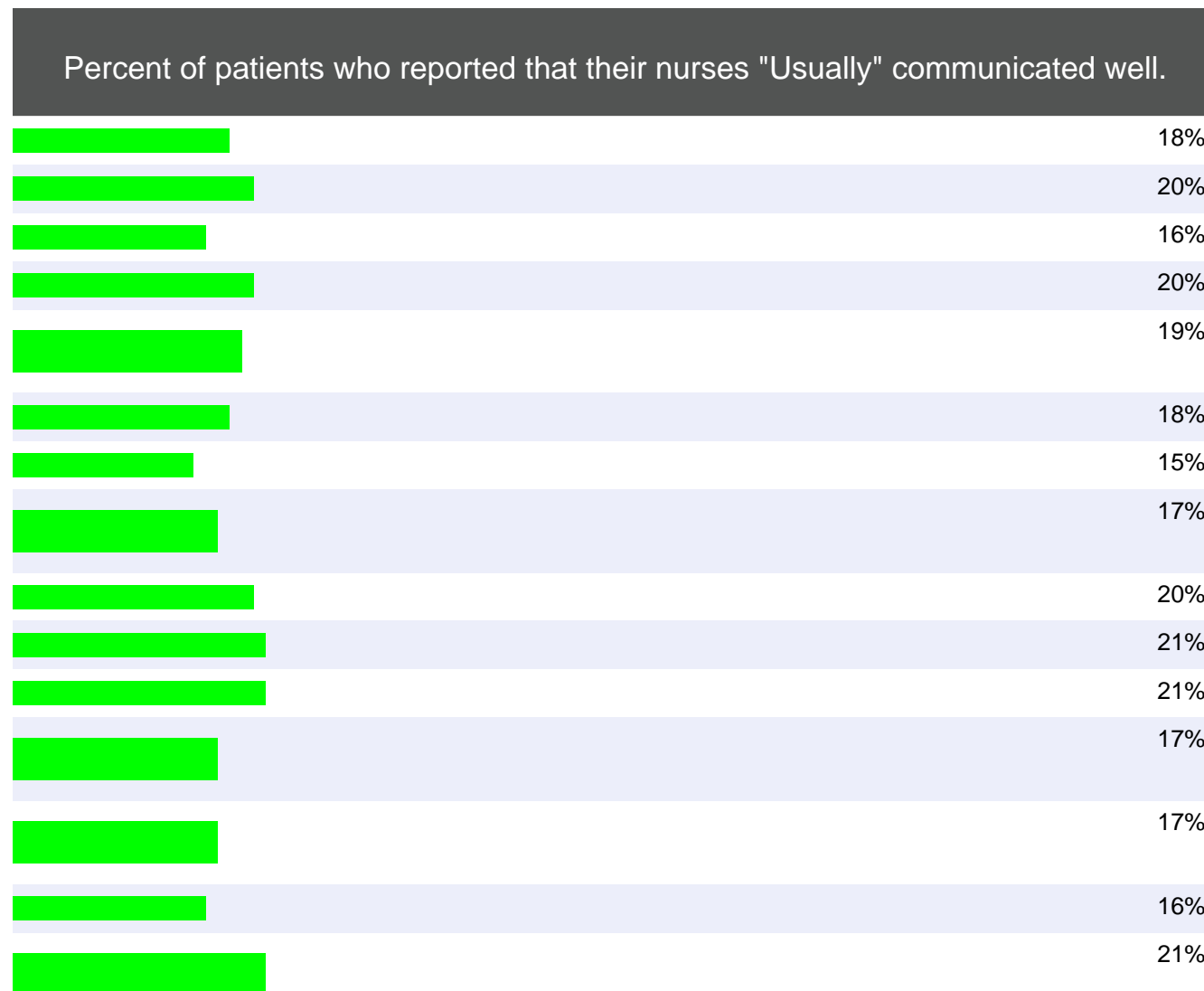
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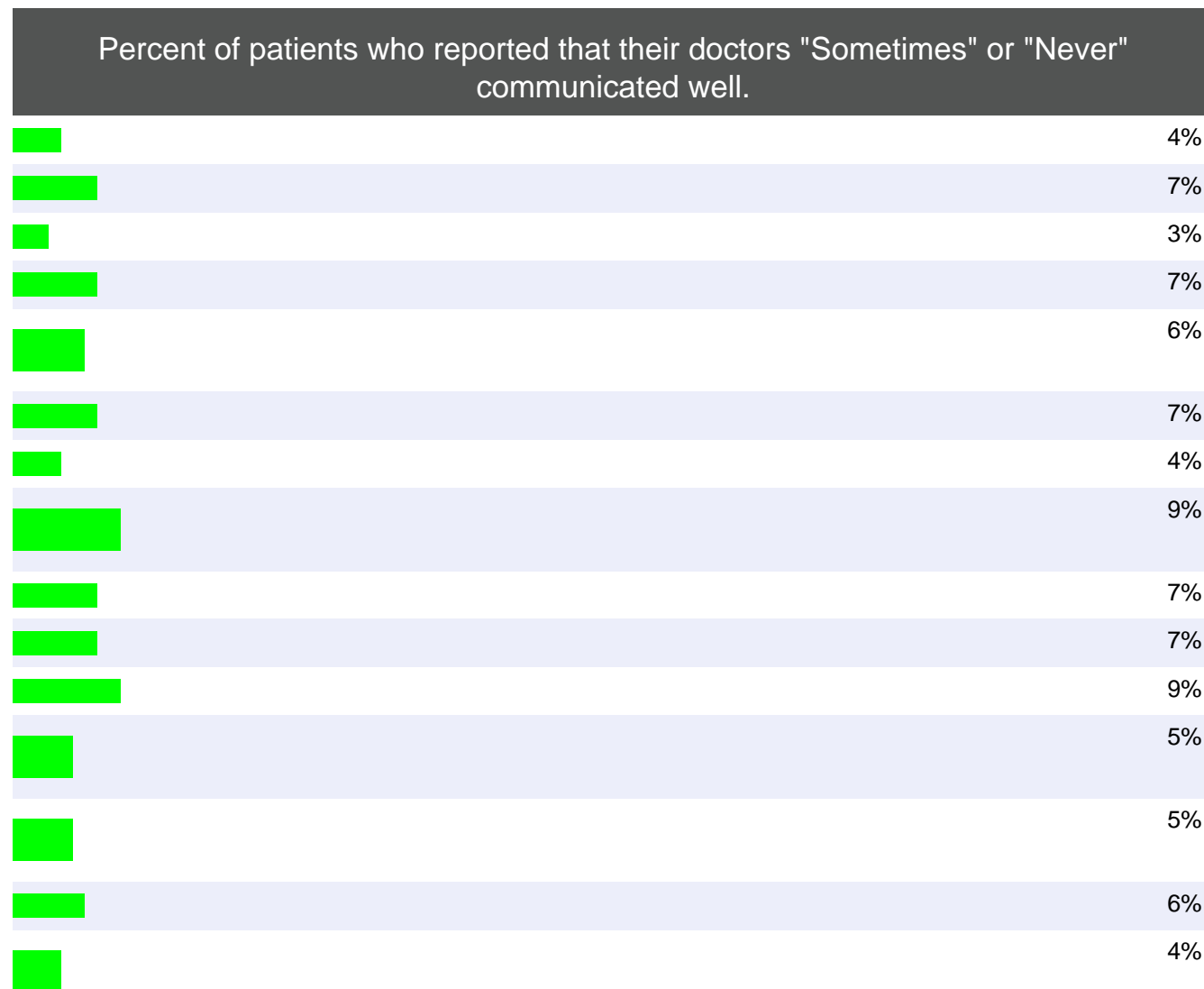
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



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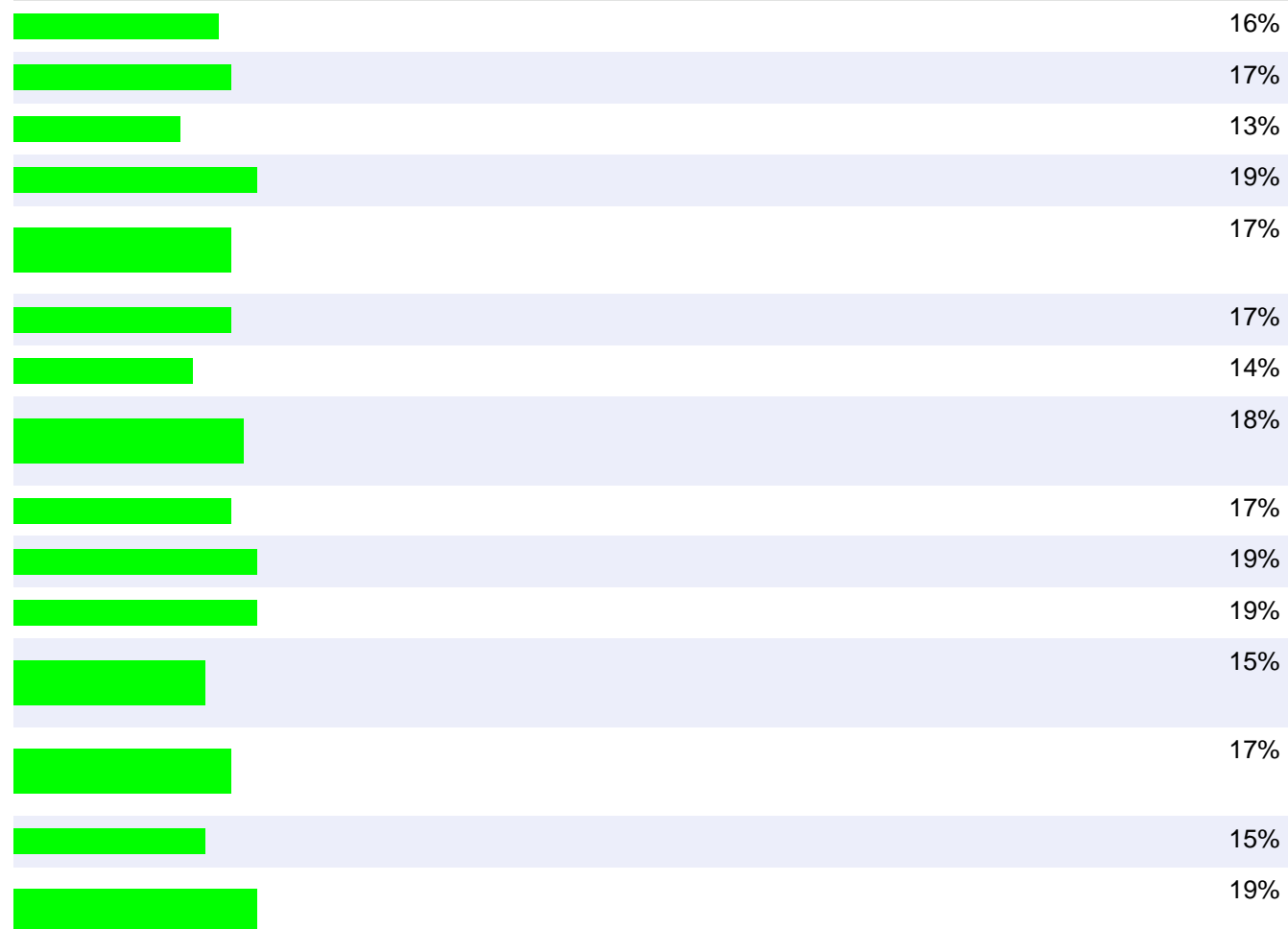
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.





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Based on Survey of Patients' Hospital Experiences (HCAHPS)

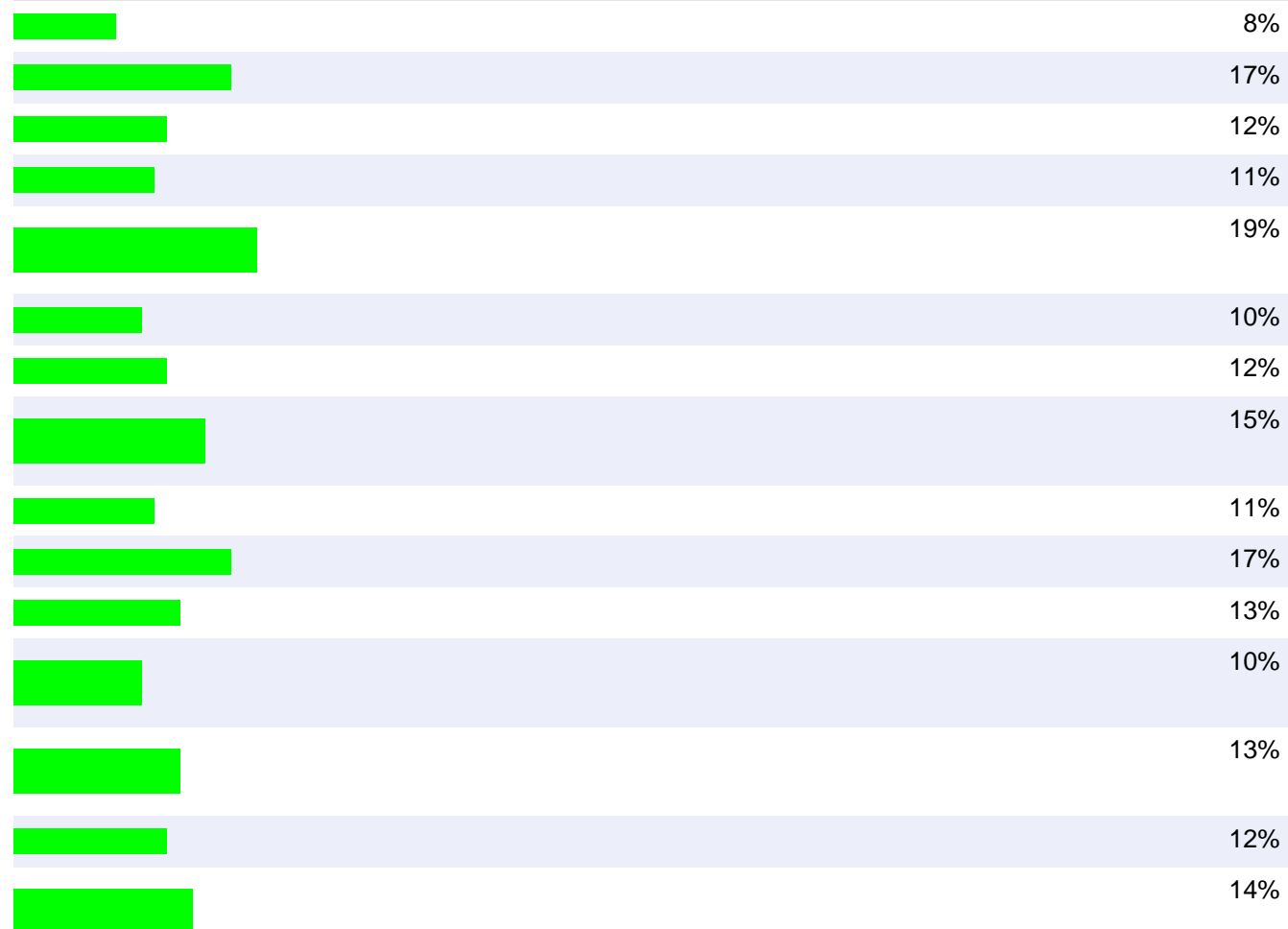
Percent of patients who reported that their doctors "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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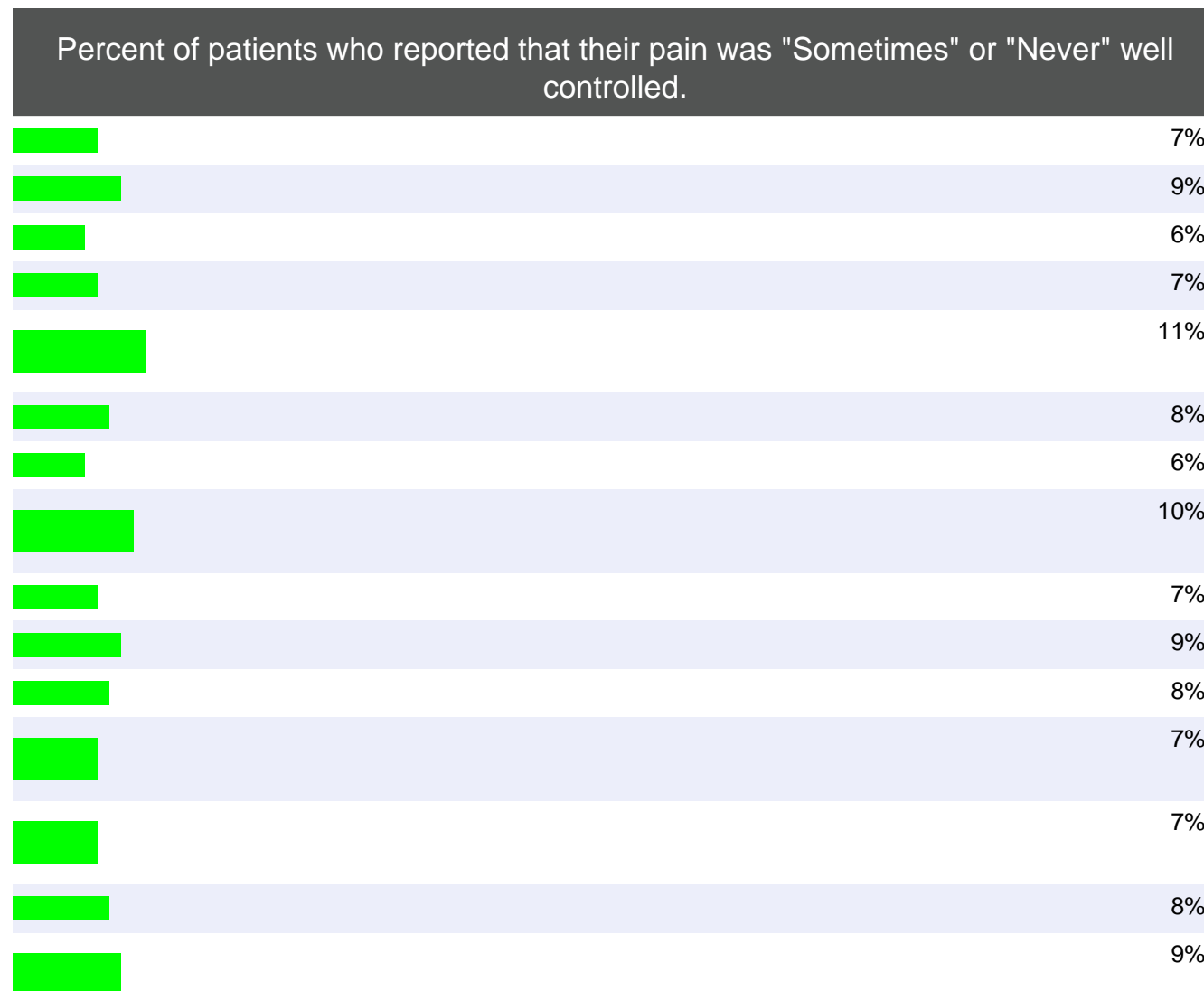
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



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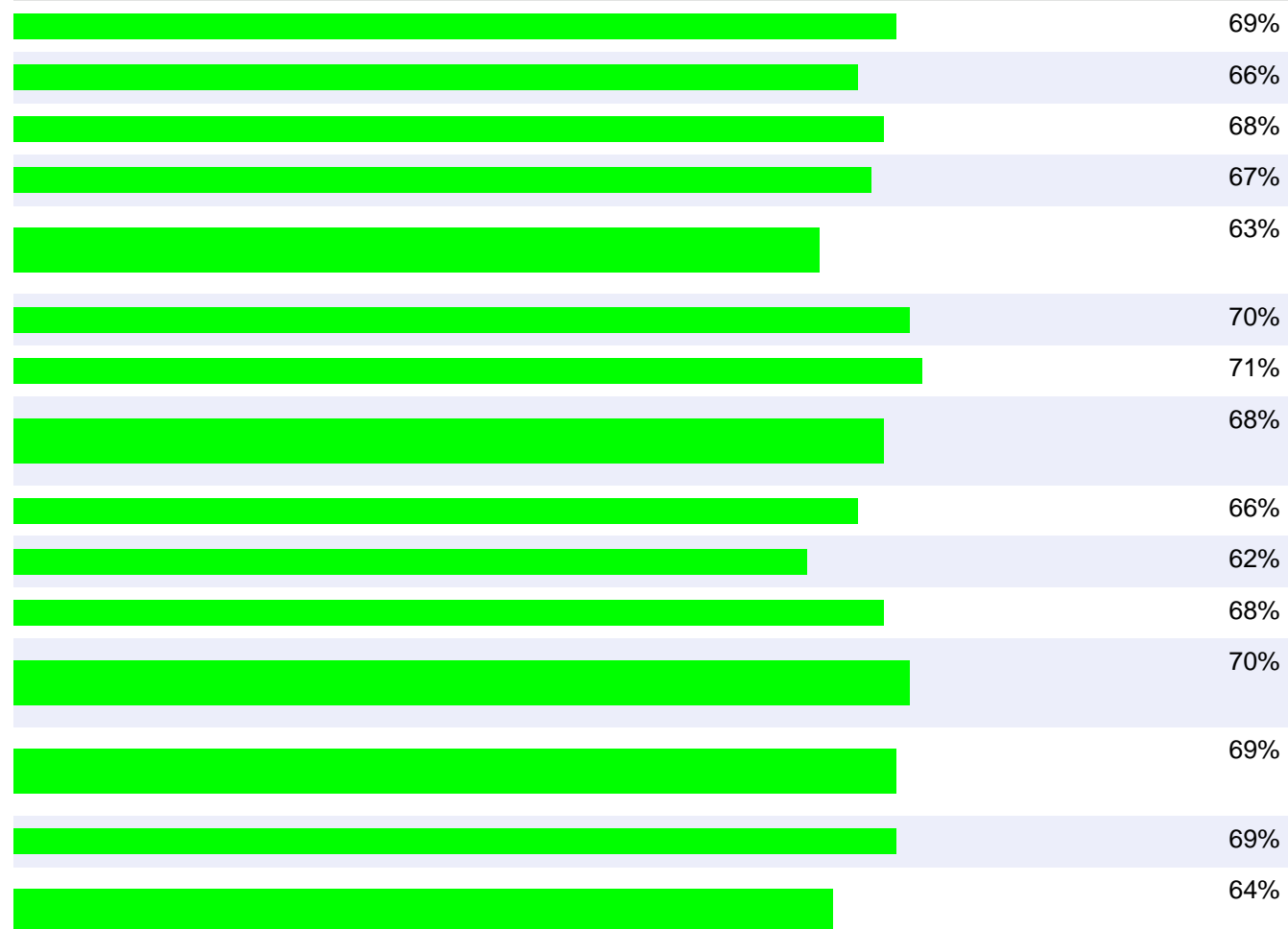
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

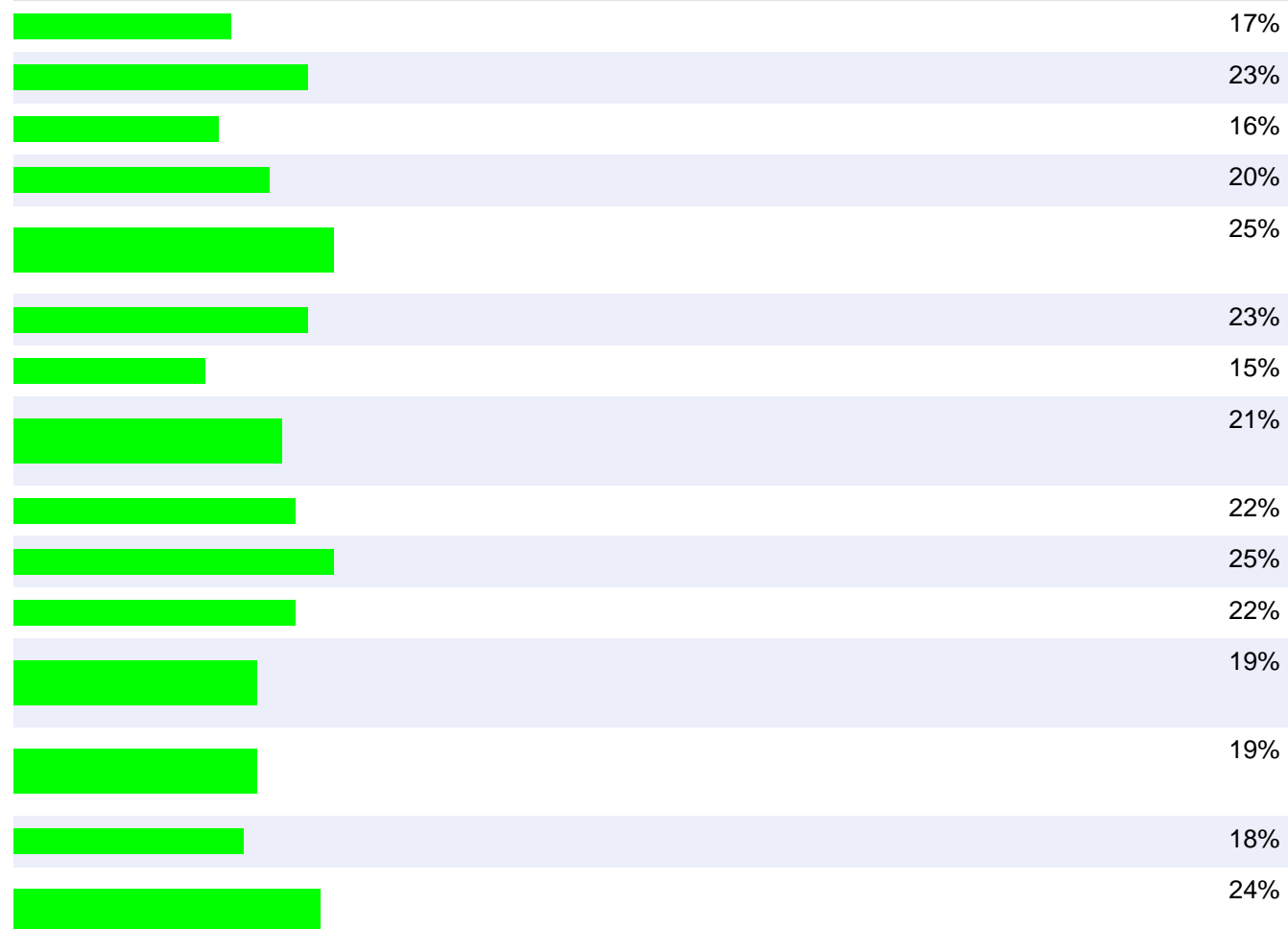
Percent of patients who reported that their pain was "Always" well controlled.



# Boston area hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

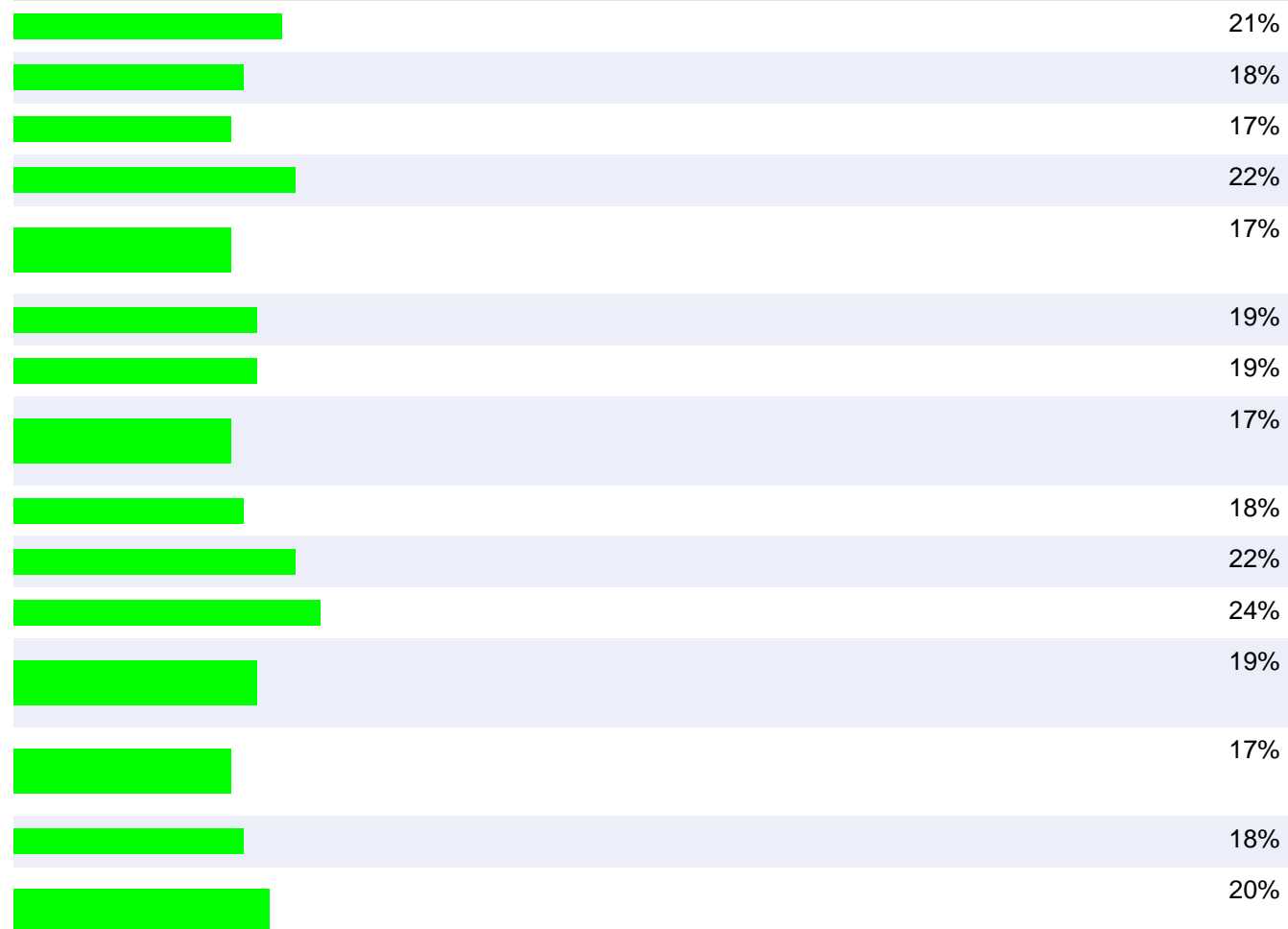




# Boston area hospitals

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

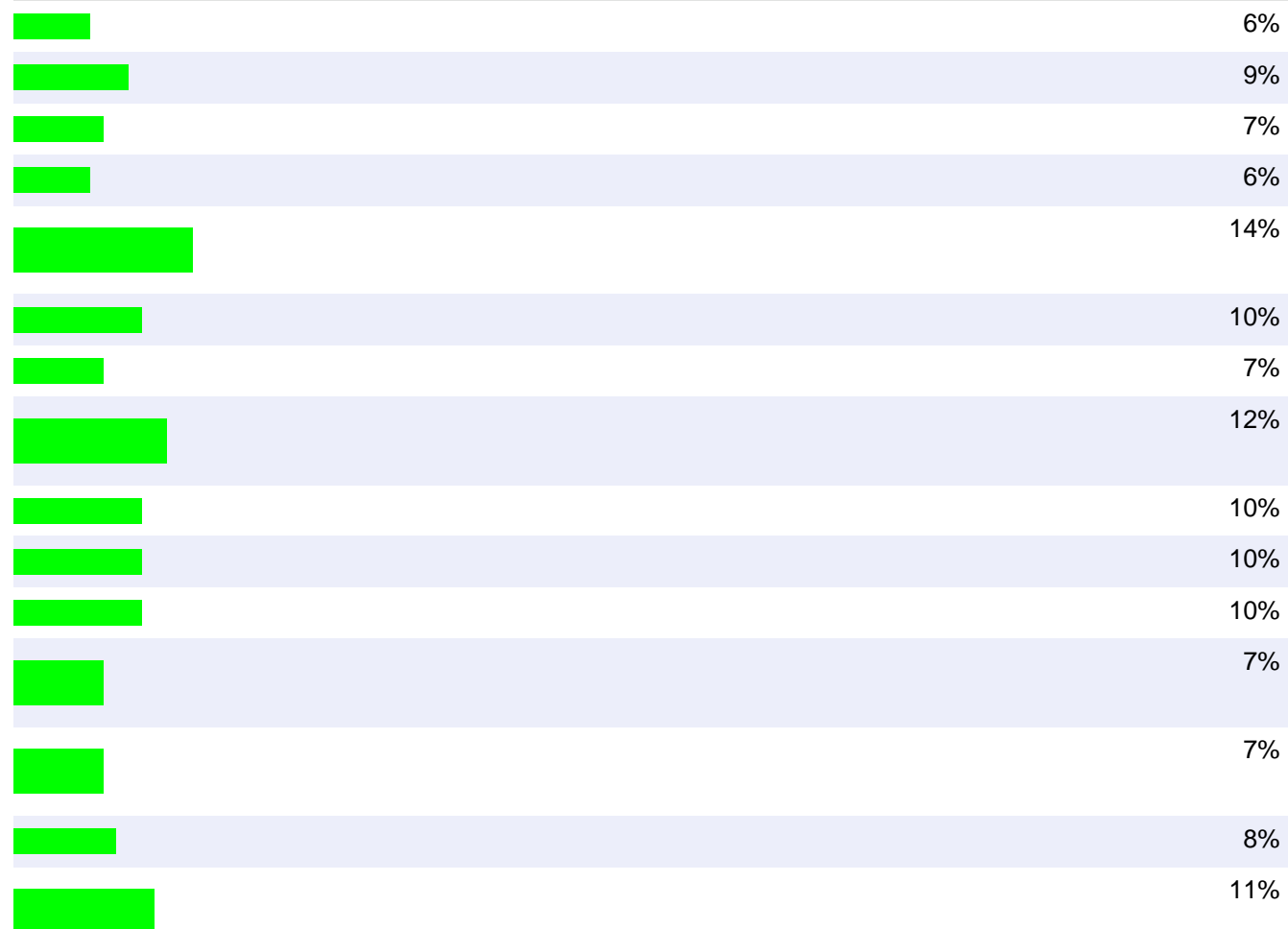
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

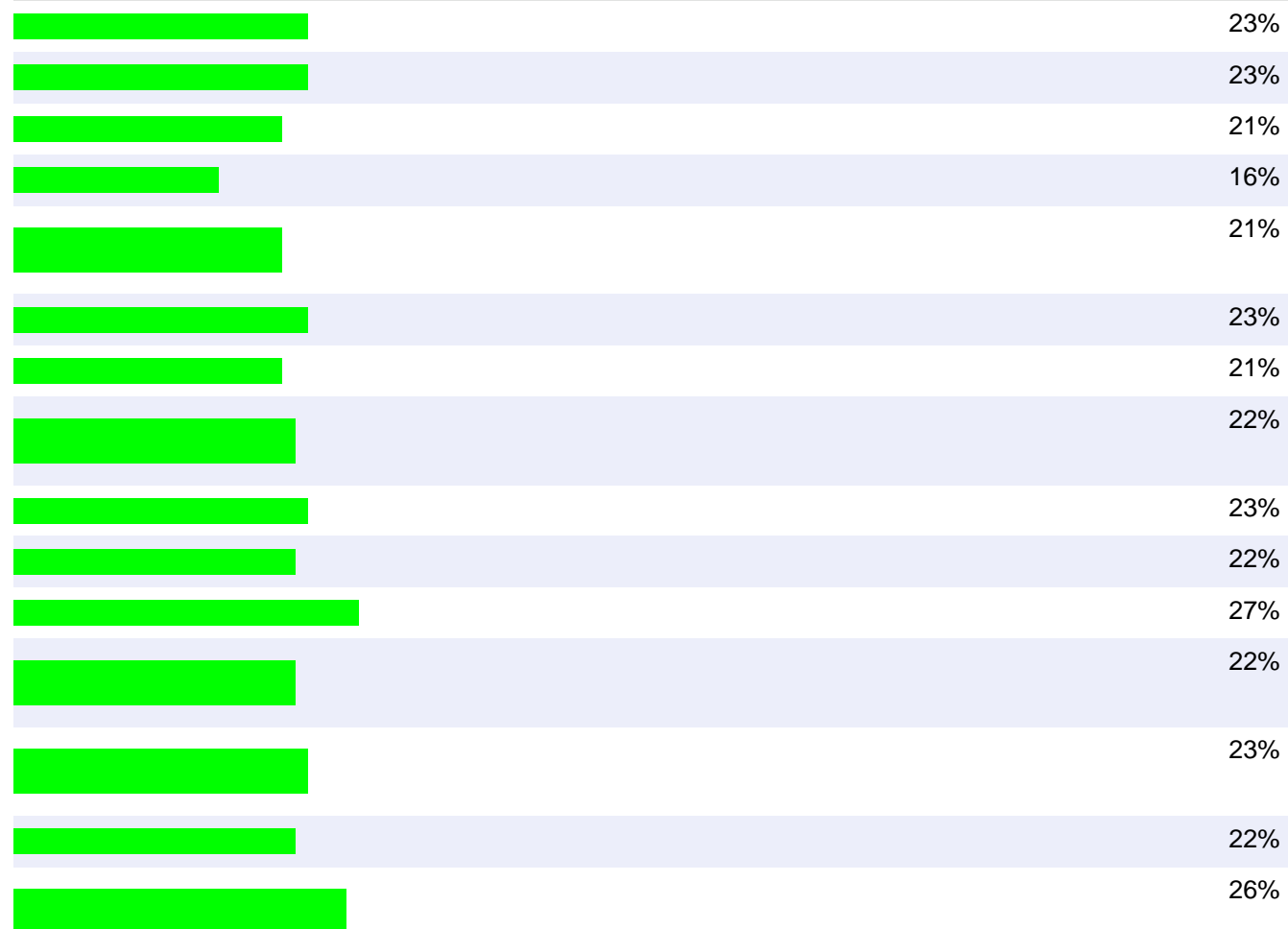
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



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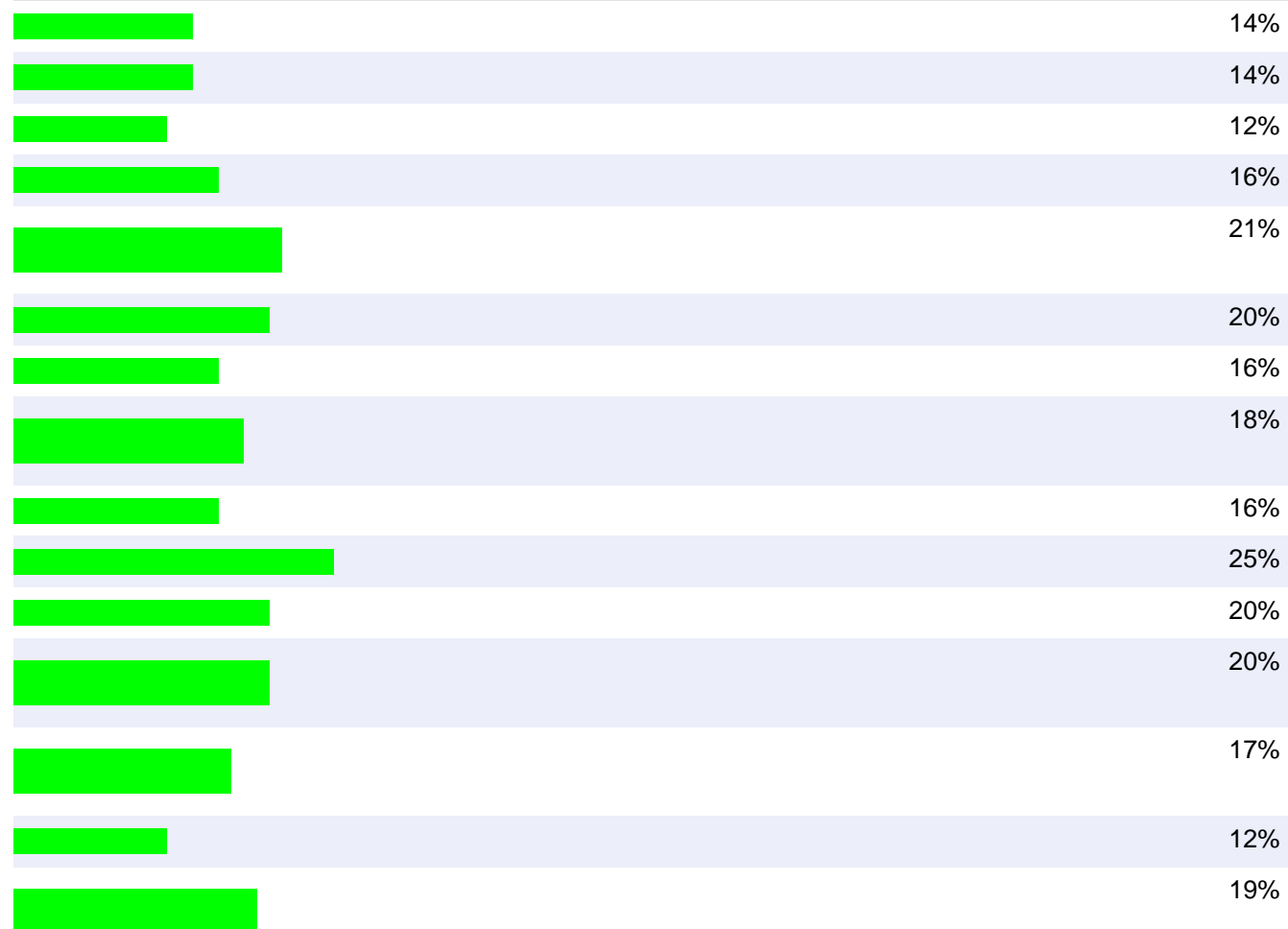
Percent of patients who reported that their room and bathroom were "Always" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

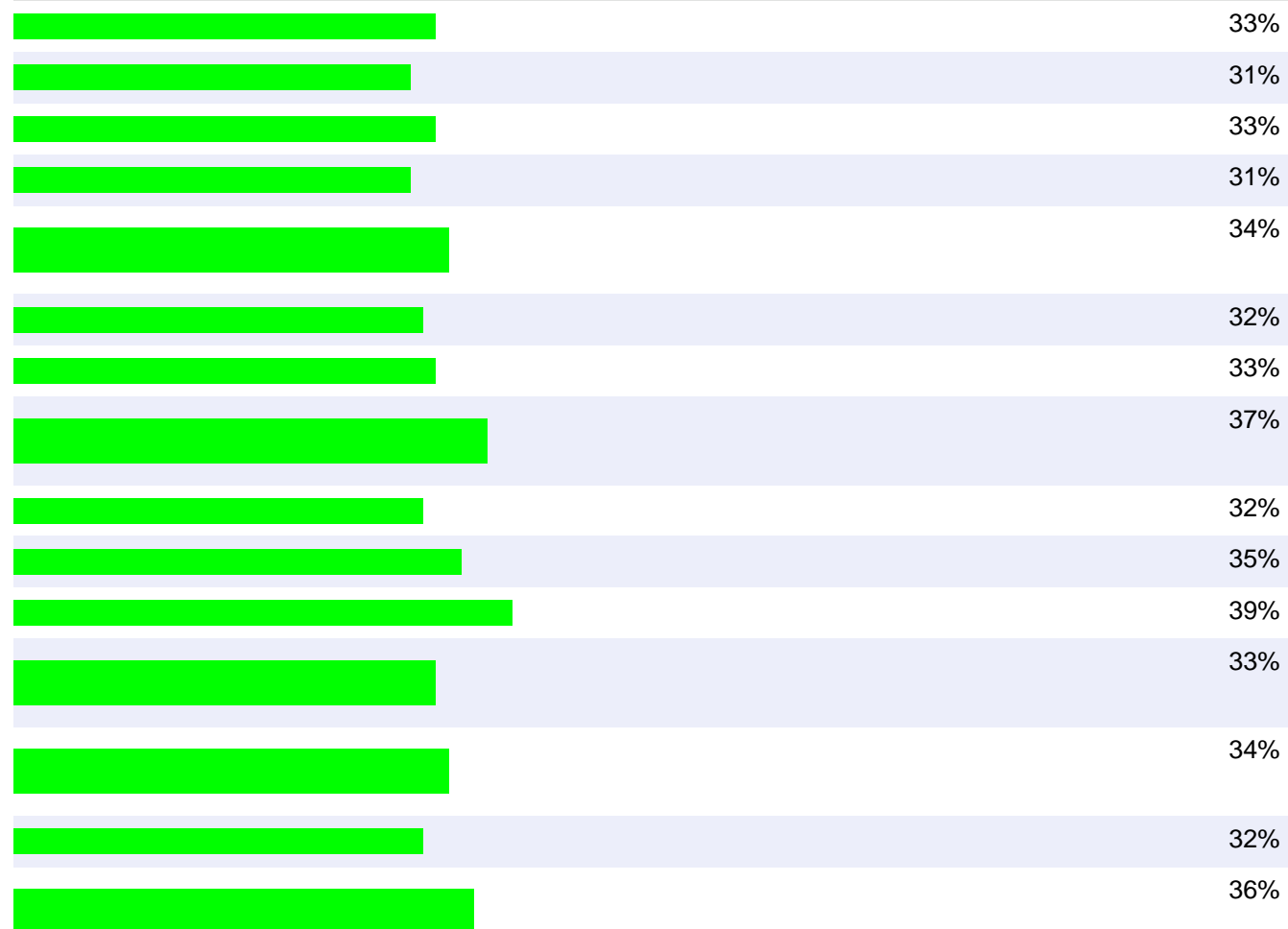
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

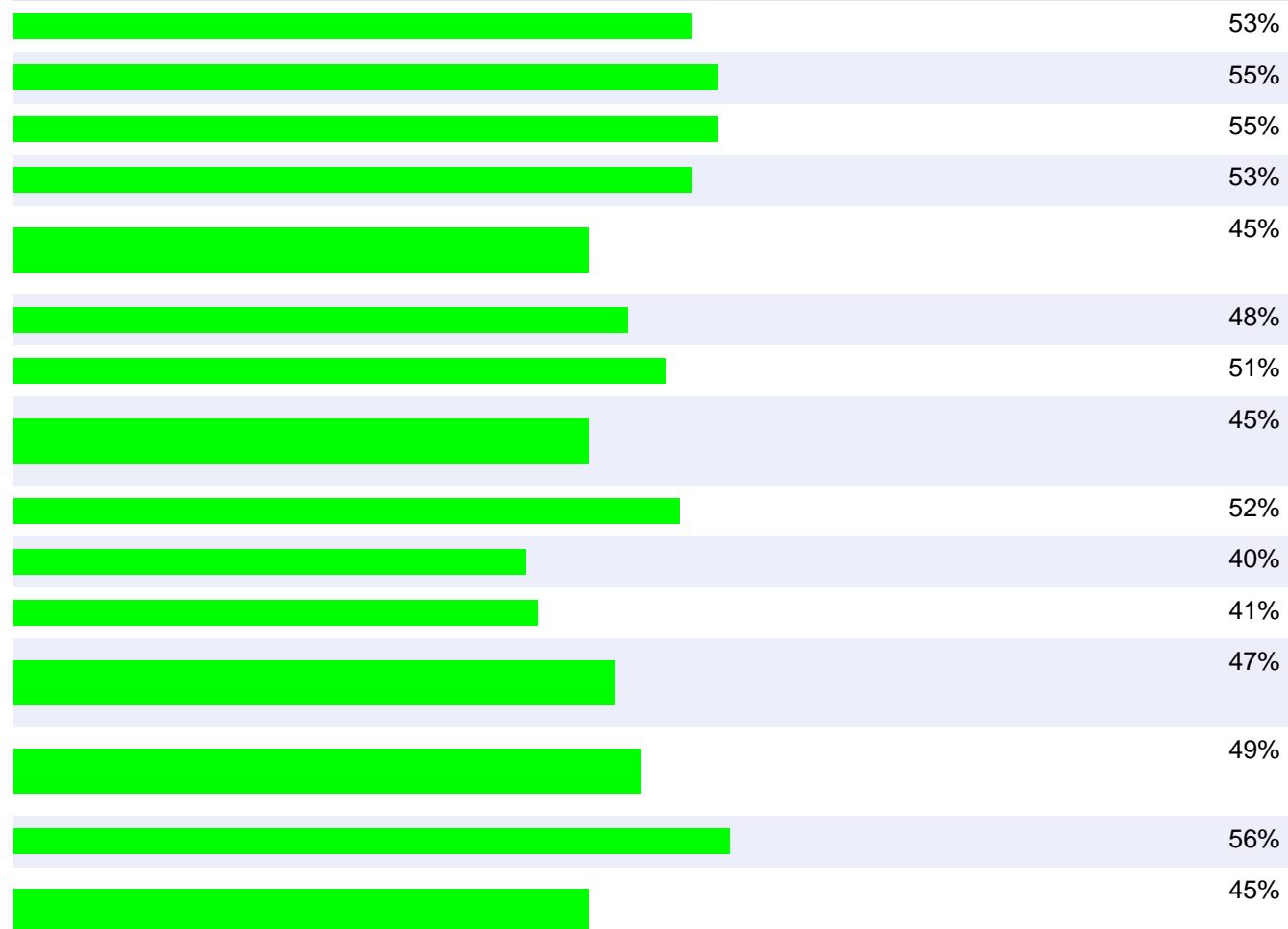
Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Percent of patients who reported that the area around their room was "Always" quiet at night.





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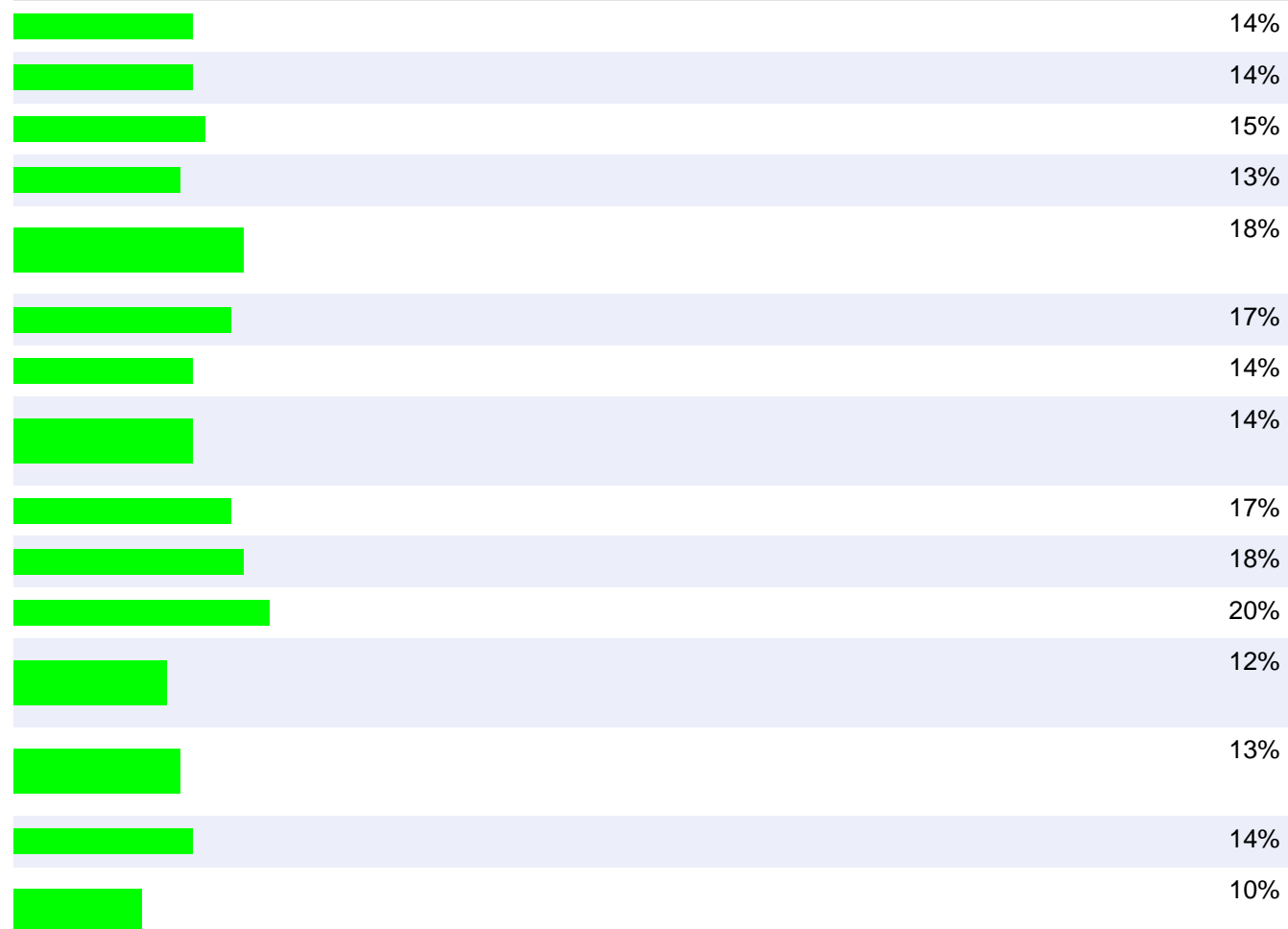
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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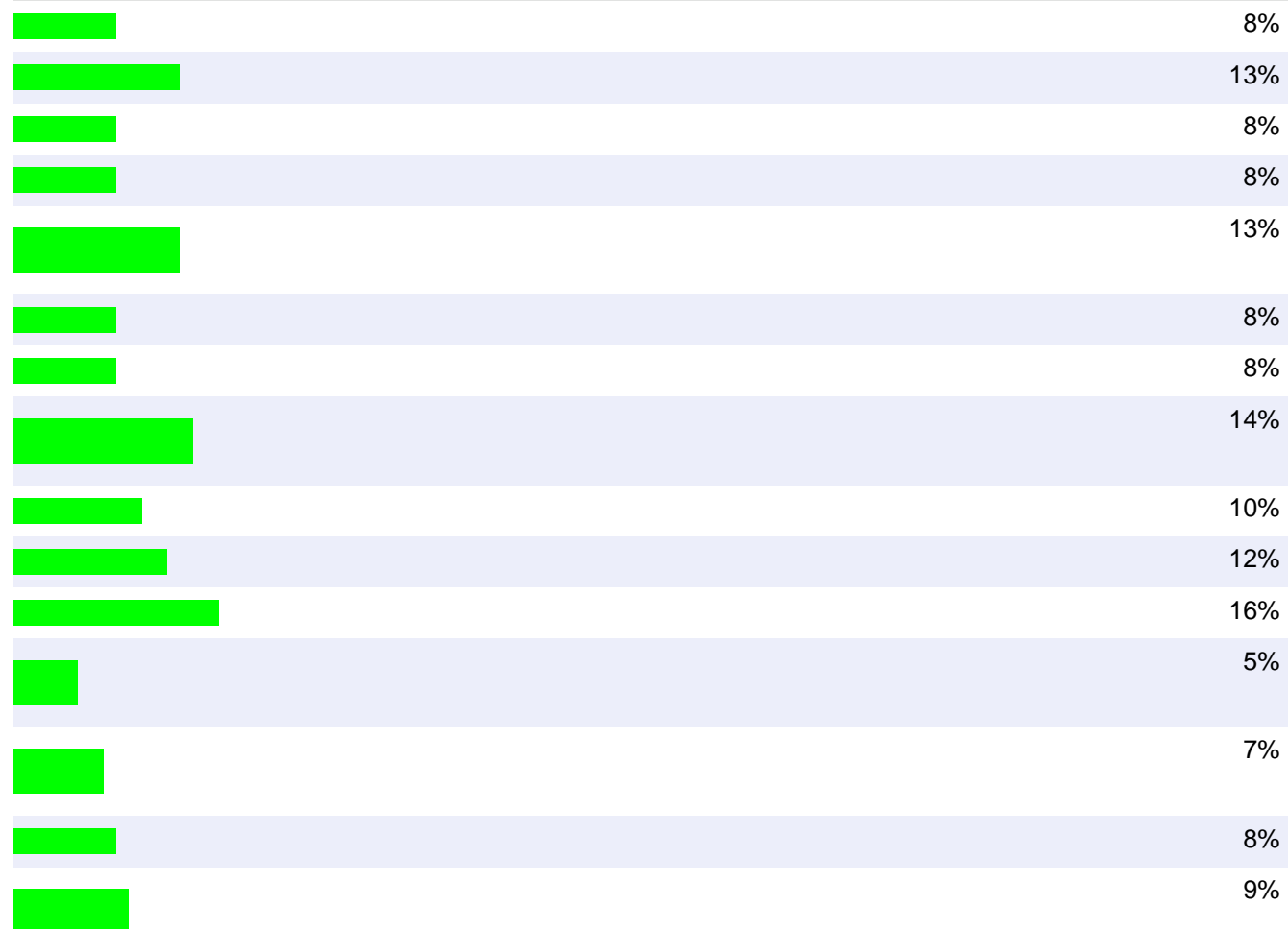
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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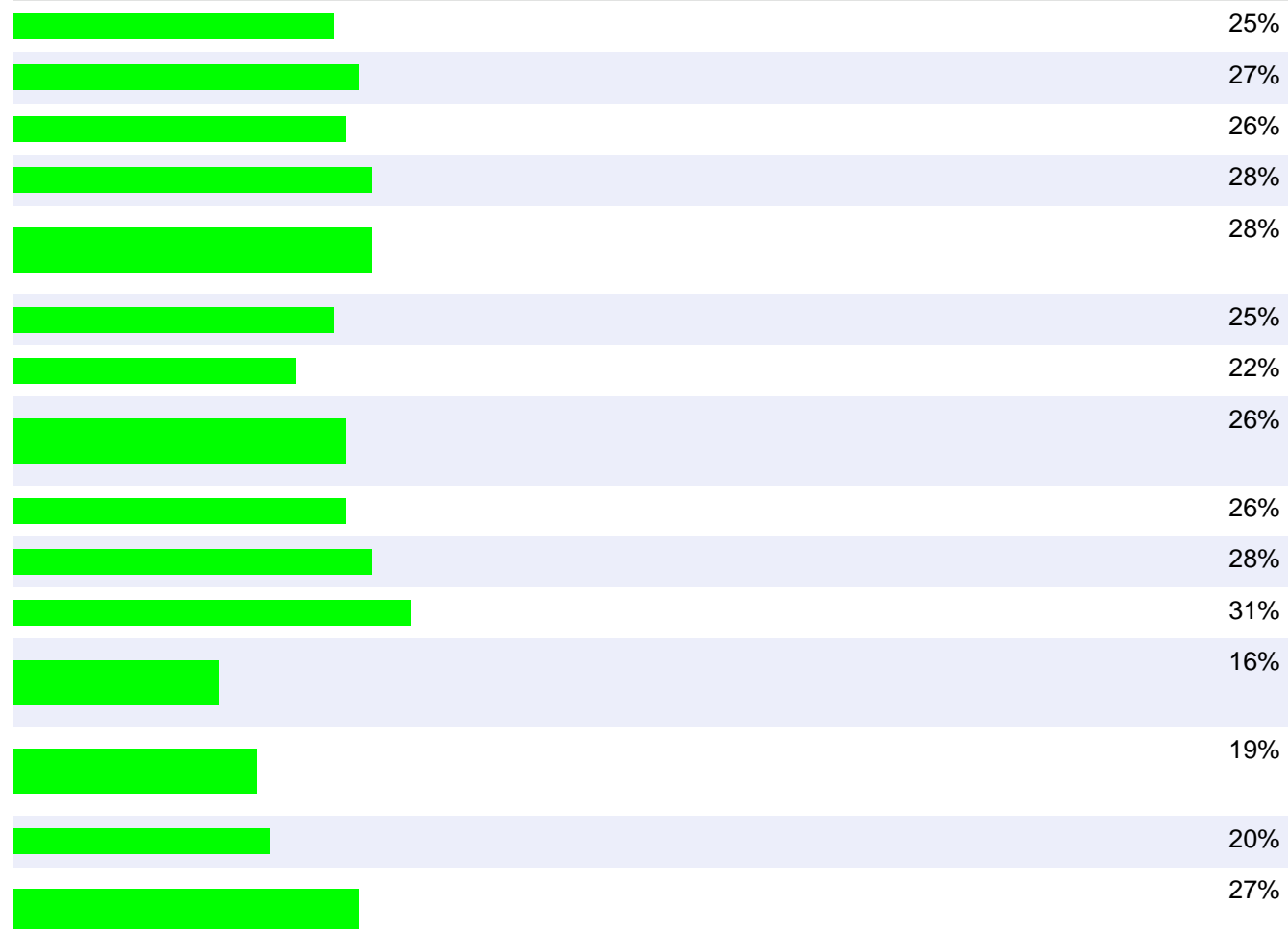
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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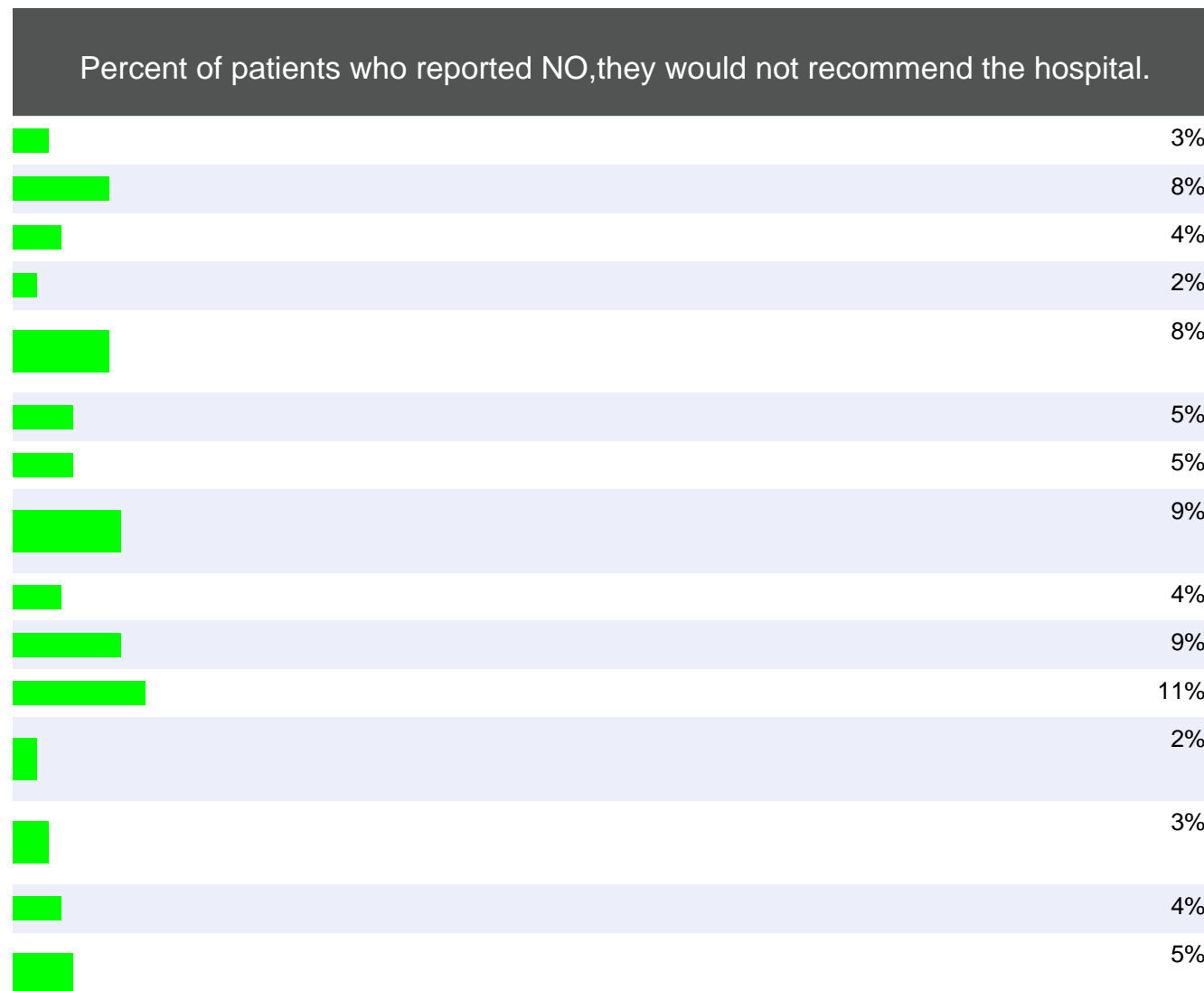
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



# Boston area hospitals

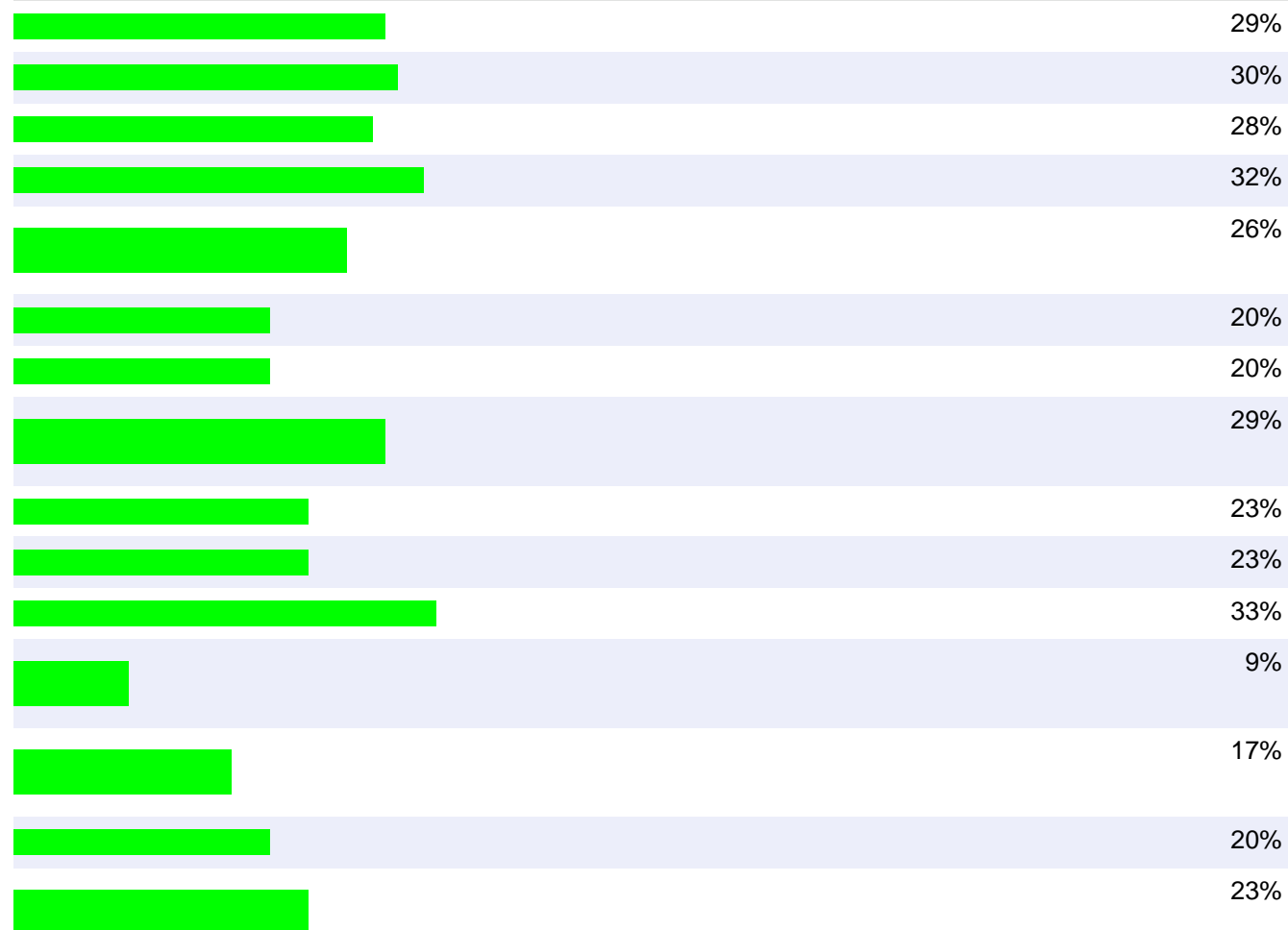
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would probably recommend the hospital.



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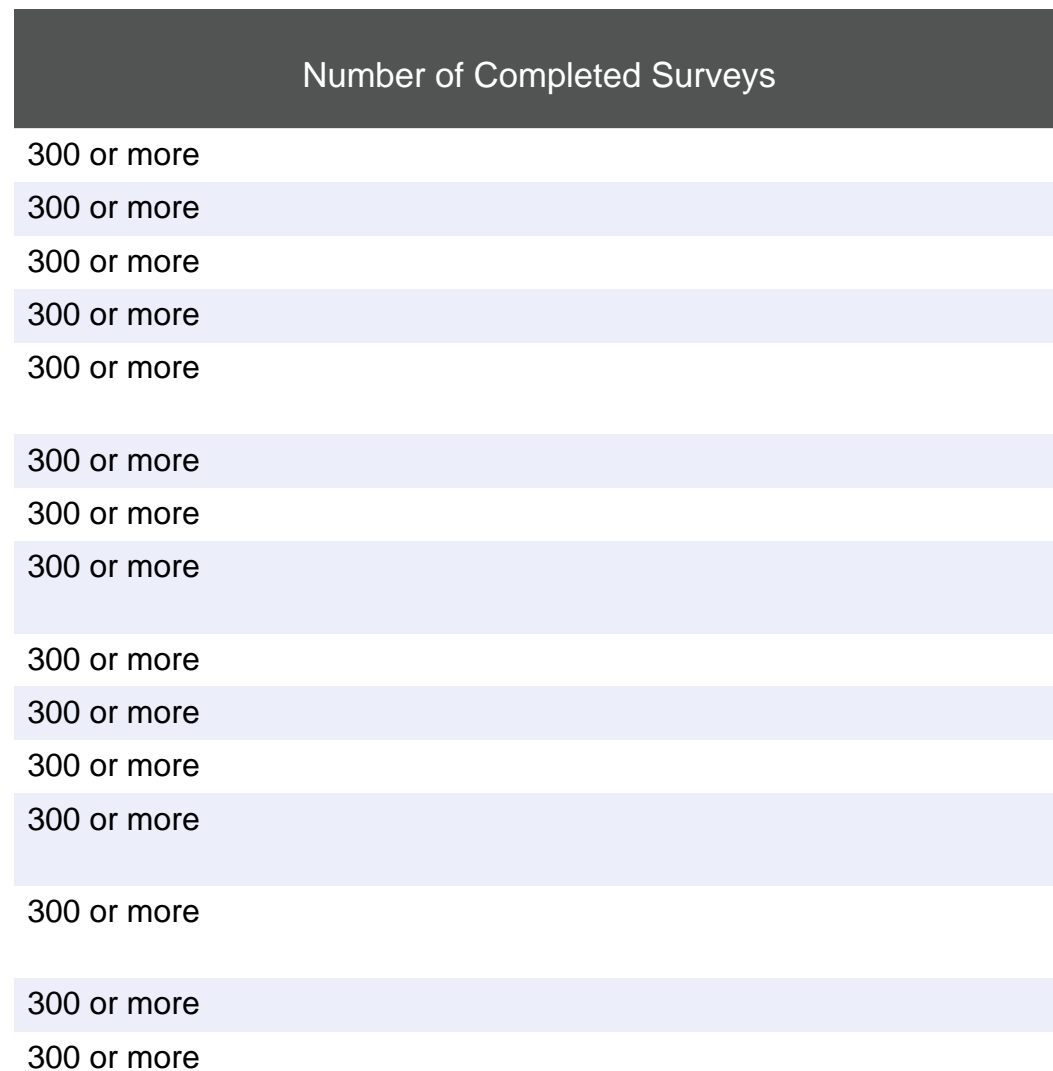
Percent of patients who reported YES, they would definitely recommend the hospital.






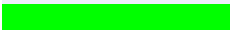



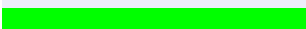



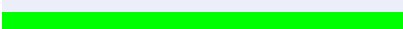





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Survey Response Rate Percent	Hospital Footnote
 28%	
 21%	
 20%	
 24%	
 18%	
 28%	
 32%	
 26%	There were discrepancies in the data collection process
 32%	
 37%	
 26%	
 31%	
 31%	
 31%	
 26%	